MMIS INTERIM PAYMENT RECOUPMENT FREQUENTLY ASKED QUESTIONS

Question	Answer		
1. Why do I need to pay the interim payment back?	The interim payments were made to help bridge the gap between providers' claims processing and payment in the previous system and their claims processing and payment in the new system during the transition period. When these payments were made, providers were told that once the system stabilized this money would have to be repaid.		
2. If I repay with a check or money order will this be reflected on my Remittance Advice or will I get a separate receipt for my payment?	All payments made will be shown on the Remittance Advice in the non-claims specific recovery section. This is your receipt of payment.		
3. When will the offsetting of my claims begin?	The offsetting of claims will begin as outlined in the letter you received, or in accordance with the agreement you made with the Department of Health and Welfare when you submitted the form that was attached to your letter. If you didn't return the form, the recoupment will begin as outlined in the letter at a rate of 25% of your claims payment each week until the interim payment is repaid.		
4. Can I request a payback percentage that is less than 25%?	No. Please keep in mind that the repayment is 25% of your claims payment each week, not 25% of the total balance due for your interim payment(s).		

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5. What if the interim payment amount you sent in the letter doesn't match the amount I received in that warrant or paycheck?	In many cases the interim payment amount does not match the actual warrant or paycheck amount for the payment date because other claims payments were included in that warrant. The recovery due will only be for the amount that was an interim payment. Interim payment amounts are listed on your Remittance Advice, in the non claim payout amount line within the warrant data section. It's also possible that your payment was sent under the tax ID number specified in the letter and applied to other locations. Please check with your financial staff to make sure there really is a discrepancy. If you still believe you received an interim payment for a different amount than what is listed in the letter, please complete the form that was attached to your letter, select option 4, and send it back to us. We will, however, still begin the recoupment process while we help you reconcile your payments.		
6. Can I choose to have my monthly re-payments start in 2011?	No. If you choose monthly repayments, we must receive your first payment and the request form that was attached to your letter by December 1, 2010. You can select other options for repayment as outlined on the form if one of them works better for you.		
7. Can I get additional interim payments during the recoupment period?	Interim payments were provided to address system difficulties during the transition. If something changes dramatically in your claims processing during the recoupment period, you can contact the department at emergencypaymentrequest@dhw.idaho.gov to request a review.		
8. What if I establish a repayment agreement to prevent offset of my claim payments, then later default on the approved repayment agreement?	If you don't follow the agreed to schedule, your open AR may be moved to the claim payment offset schedule outlined in the letter, the Department may make a demand for full repayment, or may set up your account for 100% recoupment against claims until paid in full, depending on when the default occurs in the repayment process.		
9. Can I use a credit card to repay my interim payment?	No. We can only accept checks, cashier's checks, money orders, or apply claim payment offsets as repayment for the interim payment.		

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10. Can I submit a payment online?	No. We can only accept repayment via check, cashier's check, money order, or claim payment offset.			
11. Can I drop off my payment somewhere instead of mailing it?	Yes, you can drop off payments at the Molina office in Boise at 9415 Golden Trout Way. No payments will be accepted at the state office.			
12. I already repaid my interim payment, why did I get a letter?	If you have already repaid or submitted a repayment form, please select option 4 on the form that was attached to your letter and send it back to us. Please include copies of the original repayment form and cancelled check, cashier's check, or money order. We will research and let you know the outcome.			
13. Why haven't all providers received letters to start paying back their interim payments?	Different providers are experiencing different levels of success with claims processing and payment. As we identify providers whose claims payments appear to have stabilized, we will initiate recoupment on those providers' interim payments. All interim payments, regardless of when they begin, will have to be repaid over time.			
14. If I request a postponement, how will I be notified about the outcome?	You will receive an approval or denial letter in response to your request for postponement.			
15. Why are you taking additional money out? Haven't you already reversed my claims?	There have been many efforts to correct previously processed claims. These efforts require reversal and reprocessing of claims, which can result in changes in original payment amounts, or denials, depending on the corrections being made. These reversals are not related to the recoupment of interim payments.			
16. Can I return my interim payment check?	Interim payment checks that have not been cashed can be returned to Molina. Please use the mailing address on the form that was included with your repayment letter.			
17. Will this interim payment Accounts Receivable (AR) replace my previous Accounts Receivable?	No. If you have an existing AR, a new receivable will be set up for repayment of your interim payment. Payments will be applied for recovery in age order (see example below).			

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18. What happens if I already owe money to the Department for other things?	This recoupment will be taken as appropriate with other recoveries. Each Accounts Receivable (AR) is set up independently, and is applied in age order. For example: if you have an existing Accounts Receivable (AR1) for \$100, with repayment terms of 100% of your claims payment each pay period until satisfied, and a new Accounts Receivable (AR2) for a \$500 interim payment with repayment terms of 25% of your claims payment per pay period, the following will occur:				
	Week 1				
	Gross claim payment AR1	\$1000 (\$100) AR1 Balance is \$0 after recovery			
	AR2	(\$225) AR2 Balance is \$275 after recovery			
	Net claim payment	\$675			
	Week 2				
	Gross claim payment	\$600			
	AR2	(\$150) AR2 Balance is \$125 after week 2 recovery			
	Net claim payment	\$450			
	Week 3				
	Gross claim payment	\$800			
	AR2	(\$125) Balance zero after week 3 recovery			
	Net claim payment	\$675			
19. Who do I contact if I have additional questions?	866-686-4272, or y	lina provider services at you can return the form that was eed to request a review.	attached to your letter by		